



IT Support Agreement

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This SERVICE CONTRACT (this "Agreement"), is made and entered into by and between **Levantine Medical Center**, a company organized and existing in **Abu Dhabi - UAE**, with offices located at **Alain** (hereinafter the "**First Party**"), and **Netcore IT Solutions**, the IT service company, (hereinafter the "**Second Party**").

Whereas, **Second Party** and **First Party** desire to enter into a relationship in which **Second Party** will provide **Maintenance & IT Support**.

Now, therefore, in consideration of the premises, and of the mutual promises and undertakings herein contained, the parties, intending to be legally bound, do hereby agree as follows:

➤ Service Details:

1. Maintenance & IT support will be provided for the following Systems/Sectors:

| SN | System/Sector | Details |
|----|-----------------------------------|----------------------------------|
| 1 | Server & Computer system | One server + up to 20 computers |
| 2 | IP telephone & attendance devices | Grandstream Telephone |
| 3 | Network | Network troubleshooting |
| 4 | Backup and share folders | |
| 5 | Domain and rules | |
| 6 | Cyber Security | Risk list, Incident record, etc. |

2. **Second Party** will visit **First Party** site **2** times in a month as routine service or in case of receiving request call or Email, if the visits cross **4** in a month, extra charge will be applicable for extra visits (**90.00 AED** for extra visit), (Remotely service does not count).
3. Emergency service requests will be attended on the same day if the request received before **12:00 pm**, Otherwise the request will be attended in the next working day.
4. **Second Party** on duty time is from 09:00 am to 06:00 pm.





5. Service request contact details as following:

Call / WhatsApp : +971 56 383 4707 - Eng. Ahmad Otoom
Call / WhatsApp : +971 55 830 7721 - Mahmoud Nasir
Email: info@netcore.ae

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*If any of the contact details is changed **First Party** will be notified by email.

6. Replacement parts/devices or any additional equipment needed are not included in this contract/agreement.
7. This agreement is performable in (**UAE**) and shall be construed in accordance with the laws of the United Arab Emirates.

➤ **Payment & Period:**

1. The period of this agreement will begin on **01/July/2022** and extend for 1 year from that date. Either party may terminate the Agreement by giving 30 days written notice to the other by Email. If such notice is not given, the Agreement will automatically extend for another year to.
2. **First Party** agreed to pay the amount of (**850.00 AED + VAT**) a month, and payment will be as following:

| Description | Amount | Due Date |
|---------------------------|--------------------|------------------------|
| 3 Months Advanced Payment | 2,550.00 AED + VAT | Start of every quarter |

Date:

Date:

NetCore IT Solutions
Signature & Stamp

Levantine Medical Center
Signature & Stamp

